

< newlib2:1211,RightFAX User Instructions,LF>

RightFAX User Instructions**Sending a FAX from GroupWise**

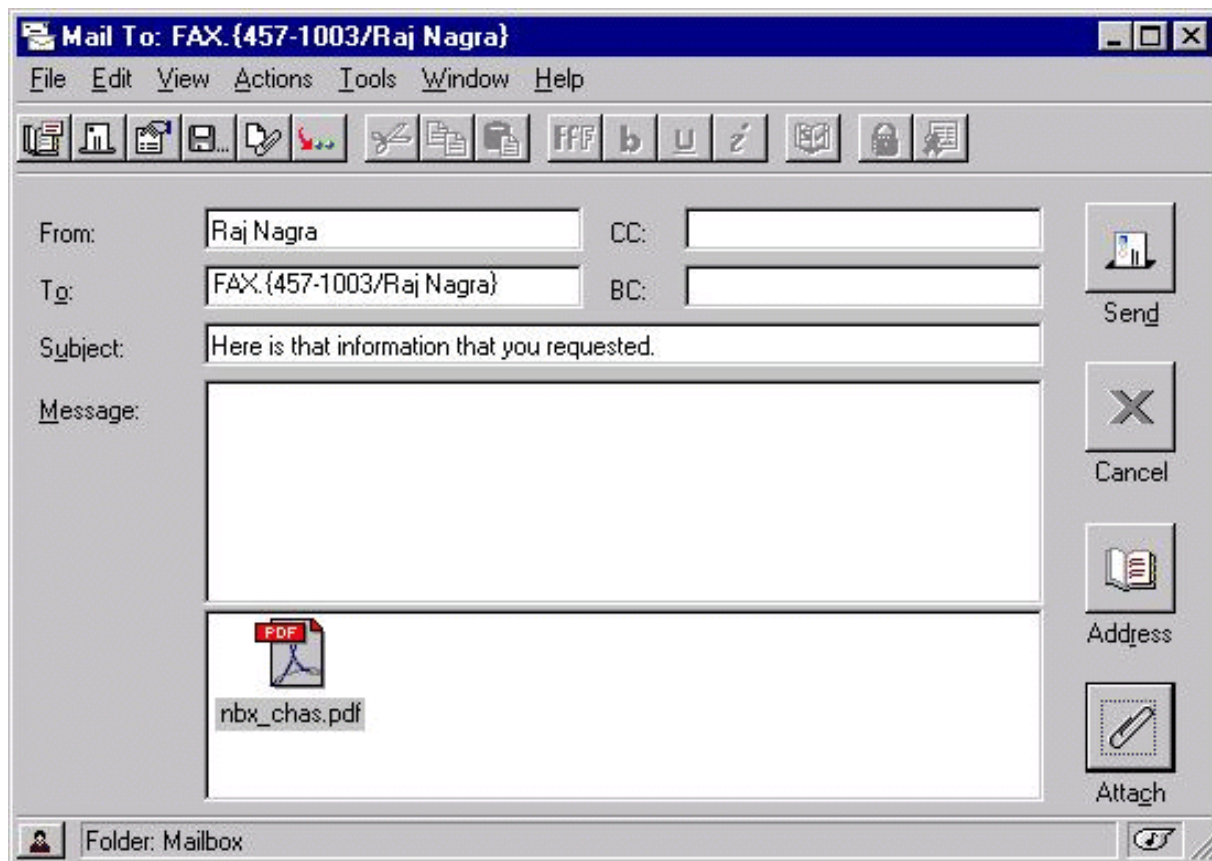
To send a fax from GroupWise, simply create a new email message.

In the TO: field, specify the fax number and the person's name using the following format:

FAX.{number/name} which literally is: **Fax Period OpenFrenchBracket ToFaxNumber ForwardSlash Person'sNameReceivingFax CloseFreschBracket** (The slash / in the fax number is NOT optional but name after the slash is, you must always close the french bracket). You may therefore just send it to the fax number by entering: **FAX.{number/}**

If you want to send it to more than one fax number, simply treat it like another email address and use the same format above, or make a group in GroupWise.

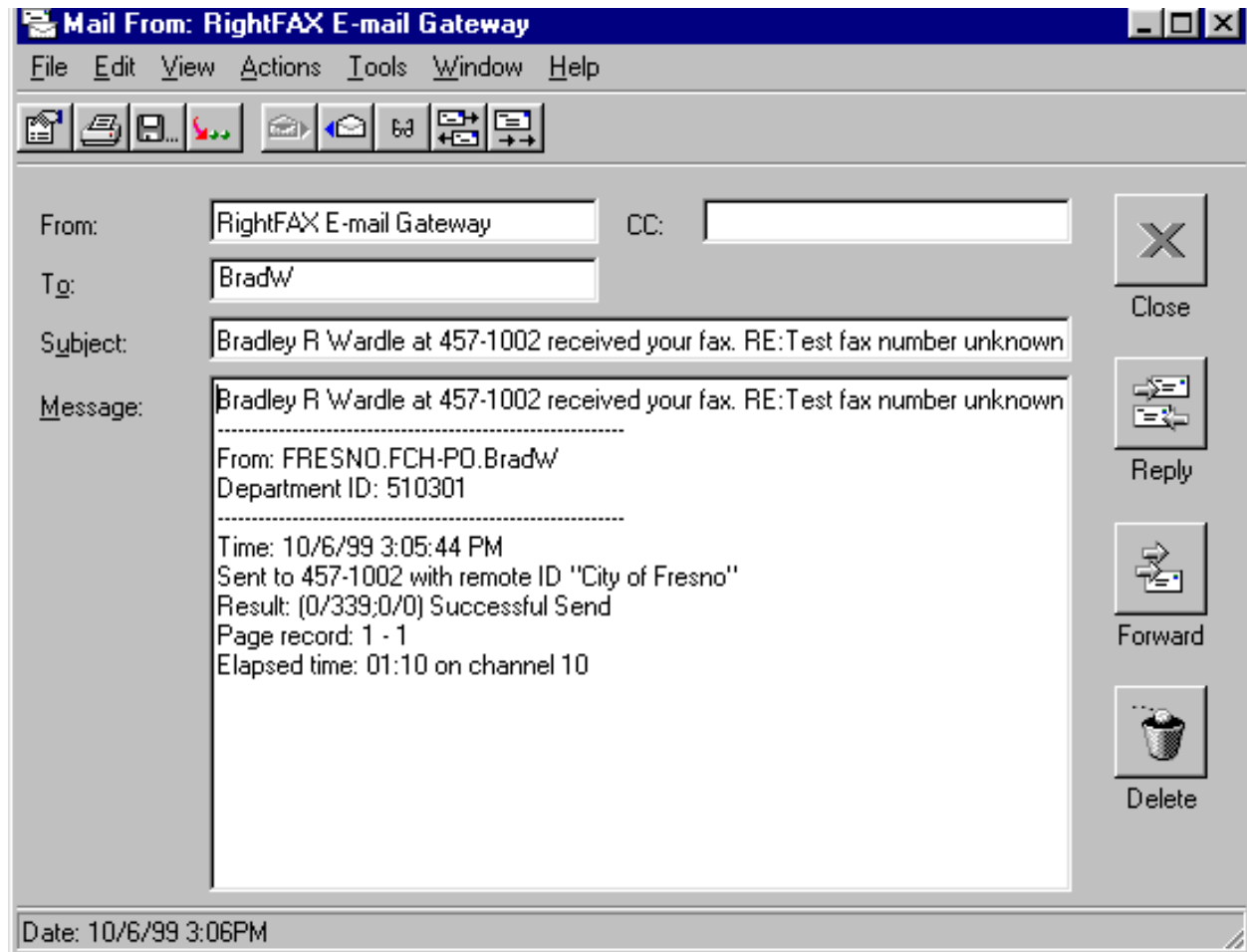
Attach any document you want to fax (see supported documents list at the bottom of this document).



Here is an example of what the screen would look like:

When you send the fax, you can view the properties on the message just like you can on any other email that you send. The message will be transferred to the FAX.FRESNO post office, which will transfer it to the fax server. The status will be 'transferred' if your document has been successfully

given to the fax server, or 'pending' if the operation is still waiting in queue. If you notice your document stays 'pending' for more than 10 minutes, resend it and verify that your addressing information is correct. When asked if you want to 'Retract' the original, click YES.



After your document has successfully been 'transferred' to the RightFAX server, the server will send you back a message that will let you know when one of three things happen:

1. *Name at 000-0000* received your fax...
2. Your fax was abandoned or failed (i.e., exceeded the number of retries or a rendering error occurred)

Q. WHAT DO WE DO WITH OUR OLD FAX MACHINE?

A. TURN IT INTO A SCANNER

HINT: If you have a document that is already in "Hardcopy" form and you want to fax OR email it out to one or more people, OR if you just want it in digital format (picture) on your computer. Fax it first to yourself from an old conventional fax machine. It will arrive in your GroupWise mailbox and you will then have a digital copy of your document. You may now archive this to a network drive and now you

have it on hand to fax OR email to anyone else in the future.

Setting up rules in GroupWise:

Faxes you receive will always be FROM: **RightFAX E-Mail Gateway**

Failed or Abandoned faxes due to system or user errors will typically have **Your fax has NOT been sent!** (followed by a detailed description of the problem which caused the error) all in the Subject field of the return Email message.

A Fax Cover sheet will automatically be sent with your document. Anything you type in the french brackets behind the Slash/ will appear in the **TO:** section of the Cover sheet. The information you type in the SUBJECT line will appear on the Cover sheet in the Instructions area, while anything you type in the Body of your Email message will appear on an additional page immediately following the Cover sheet. All pages of any document(s) you attach will be attached next. Your Cover sheet also shows how many pages Including the Cover sheet, your full Email address in the **FROM:** section, your voice telephone number, your personal or departmental fax number, and the date and time your fax was sent.



Receiving a FAX in GroupWise

When you receive a fax, it will be an attachment to a email message. You will see a message from the RightFAX E-Mail Gateway, which will look something like this:

When you open the message, the attached TIF file is the actual fax that was sent.

To view it, use the Imaging program that comes with Windows 95/98/NT (under Start, Programs, Accessories, Imaging). You should be able to double click on the attachment and launch the Imaging program. If that does not work, you can right click on the attachment, select Open With, then scroll down and select KODAKIMG or WANGIMG. If these choices are not available please call the help desk for more solutions.

If you want to save the fax as a file, right click on it from within GroupWise and then select Save As. Since both the incoming and outgoing faxes are just another email message, you can treat it as such (you can resend it, forward it, archive it, etc...). You can have groups of people that have fax numbers, just like you have groups that have email addresses.

You may therefore use your GroupWise Address book and create groups and lists of fax numbers. You may also share your lists within your departments to avoid duplicate effort creating faxing lists. For more information on GroupWise, Address book, and other time saving features in GroupWise, contact

the Help desk and/or sign up for the next GroupWise Beginner, Intermediate or Advanced users classes.

SUPPORTED FILE FORMATS

RightFAX will convert attached documents in the following list “on-the-fly” without any special assistance. All you have to do is ATTACH a document of any type listed below and the RightFAX server will do the rest. The most common and current versions of the following formats are typically supported, new formats are added and updated on an as needed basis.

If you have a document that is in a format not listed here, please contact the Help Desk.

Generic:

ASCII Text, ANSI Text, Unicode Text, HTML, Microsoft Rich Text Format.

DOS:

Microsoft Word, WordPerfect.

Windows:

AMI/AMI Professional, Microsoft Works, Microsoft Write, Microsoft Word for Windows, Microsoft WordPad95, WordPerfect, Adobe Acrobat PDF files.

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Macintosh:

Microsoft Word, WordPerfect, Microsoft Works.

Spreadsheet Formats:

Lotus 1-2-3 (DOS & Windows), Lotus 1-2-3 Charts, Excel (Windows and Macintosh), Excel Charts, Microsoft Works for Windows and Macintosh, QuattroPro for Windows.

Database Formats:

Access, dBASE through v5.0, Paradox (Windows) through v1.0.

Graphics Formats:

BMP (RLE, ICO, CUR & OS/2 DIB), GIF, PICT1 & PICT2 (Raster), PCX, DCX (Multi-page PCX), MAC, DRW, WMF, TIF, TIFF, JPG, JPEG, TIFFCCITT Group 3 & 4, EPS (if TIFF image is embedded in it), CDR version 2.0-5.0 (if TIFF image is embedded in it), Binary Group 3 FAX, WordPerfect Graphics (WPG and WPG2) through v2.0.

Presentation Formats:

Microsoft PowerPoint for Windows through v97, PowerPoint for Macintosh v4.0, Freelance for Windows v2.0.